



# Toronto Public Library Services to Support Refugees

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# QUICK FACTS..



- ❖ Toronto is one of the most multicultural cities in the world
- ❖ **230 countries of birth** identified on the 2011 National Household Survey
- ❖ Over **140** languages and dialects are spoken here
- ❖, Population of Toronto is **2,826,497** with **51%** born outside of Canada (2016 census data)



## Did you know....

- ❖ Toronto Public Library opened its 100<sup>th</sup> branch in 2016: Scarborough Civic Centre
- ❖ TPL actively collects materials and resources in 40 languages
- ❖ We welcomed over 18,153,058 visitors to TPL in 2017

# Multicultural Library Services: Global and National Committees

❖ International Federation of  
Library Associations (IFLA)  
[www.ifla.org](http://www.ifla.org)

❖ Multicultural Communities:  
Guidelines for Library Services,  
3rd edition

❖ Canadian Federation of Library  
Associations

[http://cfla-  
fcab.ca/en/programs/guidelines-  
and-position-papers/position-  
statement-on-diversity-and-  
inclusion/](http://cfla-fcab.ca/en/programs/guidelines-and-position-papers/position-statement-on-diversity-and-inclusion/)

❖ CULC: Social Inclusion and audit  
toolkit  
<http://www.culc.ca/research/sia/>

# Guiding Principles in Welcoming Refugee Families Arriving from Syria

- ❖ 39,671 Syrian refugees have arrived in Canada as of January 2, 2017
- ❖ City of Toronto launched the Refugee Resettlement Program; Access TO
- ❖ TPL's Mission, Vision, Values, Strategic Plan



# Toronto Public Library Supports Syrian Refugees

❖ Leadership and Advocacy

❖ Inclusive Collections

❖ Promotion, Partnerships, Programming, and Outreach



# Hotel Outreach Visits to Syrian Families



# Welcome to Toronto Public Library Event





# Making Culture Accessible to Newcomers

- TPL launching MAP program for Syrian families to a variety of local cultural attractions
- 1,100 booklets printed in English and Arabic
- Booklet promotes card registration, library services, MAP venues and a voucher for free admission for families



**Thank You**

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